

From: J.K. Weston
To: bill@wrice.com@inetgw
Date: 1/14/02 2:19pm
Subject: (Bill Rice) Windows XP Licensing

Dear Mr. Rice:

First off, thank you for your feedback. Microsoft is strongly committed to your satisfaction and we would like to take this opportunity to address your concerns regarding the licensing of Windows XP.

Your first concern is that you were unable to find any information on installing Windows XP, on more than one computer, on the Windows XP box itself or in a number of other locations. We apologize if this information was not easy to locate. We did include information about this on the back of the Windows XP box - towards the bottom, under the word "Experience". The text states: "For installation and use on one computer (see License Agreement for license terms)". It is further described in the first section of the End User License Agreement (EULA) which must be accepted during the Windows XP installation process. For a detailed description of this on the Microsoft website, please refer to:
<http://www.microsoft.com/WINDOWSXP/home/evaluation/overviews/activation.asp>
<[http://www.microsoft.com/WINDOWSXP/home/evaluation/overviews/activation](http://www.microsoft.com/WINDOWSXP/home/evaluation/overviews/activation.asp).asp>

Windows XP licensing information was also included in product reviews done by journalists from many independent magazines and newspapers such as PC World, PC Computing, and ZDNet.com. The "one PC per license" concept has been in the Windows EULA for over ten years and is a condition of almost all products produced by commercial software makers. Nothing about this portion of the Windows license agreement changed with Windows XP.

You mentioned that you would like to put Windows XP on two computers for your children but that it would be cost prohibitive at over \$500. You may have been previously provided with some incorrect pricing information. The Windows XP Home Edition Upgrade currently retails for around \$99 per license. At this retail cost, your children's two computers could benefit from Windows XP at just \$198. Home users with more than one computer in the household may also qualify for a reduced upgrade price of \$84.50 per license; in your case a total of \$169. You can take advantage of this offer by calling Microsoft at 1-888-571-2048 (Press "0" when the call connects to speak to a customer service representative directly).

We value you as a Windows XP customer, however if you are not happy with the terms of the licensing agreement you are free to return the product.

While you are under no obligation to use Windows XP as the primary platform for your personal computers, we hope that you'll consider using the product.

Thank you for providing Microsoft with this opportunity to address your concerns.

Sincerely,

J.K. Weston

Microsoft Corporation

-----Original Message-----

From: Bill Rice [mailto:bill@wrice.com]

Sent: Thursday, January 03, 2002 6:46 PM

To: Bill Gates

Cc: microsoftcomments@doj.ca.gov; craig_farringer@oag.state.fl.us; tormist@ag.state.ia.us; beasleyr@ksag.org; sara.Hinchey@ago.state.ma.us; steven.rutstein@po.state.ct.us; attorney.general@state.mn.us; uag@att.state.ut.us; microsoft.atr@usdoj.gov
Subject: windows xp

Dear Mr. Gates

I am a long time Microsoft supporter....have bought almost every upgrade version of Windows, Office, FrontPage...etc !!!!

.....I work on as laptop and have a desktop for home, a laptop for my wife, and two desktops for my 2 children.

I recently purchased the latest version of everything available....spending over \$750 before the holidays...

...I have been buying Microsoft products for years.....

I am ABSOLUTELY APPALLED that the XP operating system requires that I purchase an additional license, for hundreds of dollars, for every PC in my house.....(this is not obvious on the purchased product, from the retail salesperson, on the Microsoft website, or in any advertisement...I looked! I didn't have my bi-focals and couldn't read the VERY SMALLEST PRINT)

I have always supported Microsoft...and have not supported the federal and state lawsuits.....

BUT.....I FEEL ROBBED...no salesman warned me that, unlike all previous versions....I would have to buy separate, EXPENSIVE licenses for each computer in my home...(I buy a VCR tape...and use it in all my VCRs.....)....

...so I am sad to say that tonight I am writing to Judge Kollar-Kotelly as well as to all of the states attorneys general.... To convey my personal experience...that Microsoft is not playing fair with its market advantage....UNTIL TONIGHT, I WAS AN ARDENT MICROSOFT SUPPORTER.....THERE IS NO CLEAR INDICATION ON THE XP BOX THAT THE UPGRADE WILL ONLY WORK ON ONE COMPUTER.....I feel misled and disappointed.....my children use XP at school and I wanted to use the same operating system at home for projects and homework...but to put the operating system on their PCs costs over \$500 and there is no alternative operating system platform.....

I think the uniformity of platform created by a broadly successful Microsoft has helped propel significant increases in our national productivity. I now believe that Microsoft is taking advantage of the "little guy," and that this pricing scheme may reflect a portion of what others in the technology industry have been complaining about. I didn't understand or appreciate the problem until tonight.

Thanks for taking the time to review these comments.

Bill Rice

CC: Microsoft ATR,microsoftcomments@doj.ca.gov@inetgw,...